

Job Description  
*Missouri State Highway Patrol*

Class Title: Clerk IV - COMMD

Title Code: V00008

Effective Date: 12/01/03

Date Reviewed: 4/24/2009 HRD

Date Revised: 4/24/2009 HRD

**Immediate Supervisor:** Division Director

**Position Supervised:** Temporary clerical employees as assigned

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this position provides principle administrative and secretarial support in the Communications Division and maintains a close and highly responsive relationship with fellow staff in the day-to-day activities of the division. The employee has access to confidential information and is expected to exercise discretion and professionalism. Work includes varied clerical and secretarial duties requiring a considerable knowledge of office practices and an understanding of departmental procedures. Duties may also include supervising a small number of clerical workers. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the division director.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Organizes and prioritizes the flow of work within the scope of job duties and expedites the dissemination of work to division staff in order to meet predetermined deadlines.

Answers the telephone; ascertains purpose of call and furnishes information from knowledge of agency policies, rules, and procedures; transfers calls to appropriate individual if further assistance is needed.

Collects, opens, reads, sorts, and distributes hard copy and electronic mail; may contact originating source to ascertain where mail needs to be forwarded; distributes computer printouts from ISD to appropriate division personnel.

Types, thoroughly proofreads, copies, forwards, and files a variety of documents (e.g., training and/or technical documents, correspondence, department memoranda, IOCs, division special orders, contract releases, purchase orders, requisitions, bid specifications, etc.).

Oversees the processing of the department's statewide telecommunications bills.

Oversees the review of the statewide telecommunications billing detail on paper bills and in the MOBIUS online system to identify trends.

Analyzes usage trends and makes appropriate adjustments to telecommunications services to hold costs down.

Oversees entering data from COMMD division invoices into the computer for tracking purposes; answers inquiries about the status of a bill and generates statistics from it.

Deals directly with affected telephone company personnel; troop and division staff reference reconciling and verifying the bills; troubleshoots and resolves problems (e.g., fraud, misuse, etc.) with same; handles situations inherent to verifying charges related to a department billing statement in a discretionary manner.

Maintains current year-to-date information reference division finances and responds to requests for information reference it.

Types, checks, and/or processes purchase orders and invoices; forwards purchase orders and invoices to Budget and Procurement division staff for processing; answers questions associated with the status of purchase orders and invoices from within and outside the organization.

Types expense reports (e.g., regular expenses and accountable uniform allowance expenses) for division staff; checks entries and attachments; submits report to affected division staff member and division director for signature; forwards to Budget and Procurement Division for processing.

Handles a variety of job duties reference the MULES Users Training Conference (e.g., making arrangements with convention center; procuring equipment; printing and mailing brochure; photocopying and assembling training packets; registration of program participants; handling problems, concerns or special requests, etc.).

Maintains a "tickler" file to track deadlines of required reports (e.g., annual report, correspondence, surveys, etc.); advises Director of any problems/concerns with regard to deadlines.

Maintains, updates, and purges the Patrol's computerized name and address file utilized for the MULES newsletter.

Proofs, copies, sorts, labels, and mails newsletter for statewide users of the Missouri Uniform Law Enforcement System; receives statistical printouts documenting an agency's MULES usage and distributes with newsletter.

Maintains and verifies all time accounting records (e.g., sick leave, annual leave, and compensatory time) in the appropriate computer systems for division's general headquarters staff; generates, reconciles, and disseminates timekeeping reports to appropriate personnel.

Schedules appointments and meetings for division staff, assembles materials for meetings, secures meeting room, procures equipment, etc., necessary to conduct meetings.

Makes calendar entries reference meetings, deadlines, MULES Users Conference duties pending, etc.

Checks supplies in storage area and prepares a requisition for supplies and forms; receives and processes requests from division staff reference supply needs; stocks supplies upon delivery.

Establishes, maintains, and purges files as needed; archives materials to ensure they are available per state auditing procedures.

Greets and assists visitors reporting to the division (e.g., salesman, other department employees, etc.).

Maintains inventory records of GHQ Communications office nonexpendable property.

Responds to requests for information via the telephone and correspondence from a variety of internal and external sources reference the Communications Division; determines if requesting source is authorized to

receive materials; assembles and forwards requested data.

Operates standard office equipment (e.g., calculator, typewriter, telephone, copier, fax machine, shredder, teletype printer, personal computer, printer, etc.).

Performs other related duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of software programs (i.e., MSWord, Excel, Access, PowerPoint, etc.).

Ability to apply and interpret departmental policies and procedures utilizing forms specific to the Patrol.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to organize and plan work effectively.

Ability to maintain, update, and purge various records, files, and databases (to include spreadsheets and appropriate back-ups).

Ability to take raw data and compile reports and documents and publish them into appropriate formats.

Ability to assist in the presentation of PowerPoint presentations.

Ability to handle a variety of job duties associated with the MULES Users Conference.

Ability to process a voluminous statewide telecommunications bill for payment and handle problems/concerns in a discretionary manner.

Ability to properly disseminate MULES newsletter and corresponding agency statistics.

Ability to keep a year-to-date log of division finances.

Ability to maintain division time records in appropriate computer systems.

Ability to deal effectively and provide assistance to others in person and over the telephone.

Ability to collect, open, read, sort, and distribute mail.

Ability to prepare and package materials and arrange for shipping.

Ability to draft standard/routine correspondence.

Ability to type, thoroughly proofread, copy, forward, and file a variety of documents detailed in the description of duties.

## Clerk IV, COMMD

4

Ability to check and process purchase orders and invoices.

Ability to deal with questions from auditors reference work performed and records retained.

Ability to establish, maintain, and purge files.

Ability to make calendar entries, track deadlines, and perform work noted.

Ability to check supplies in storage area and place orders to replenish.

Ability to operate standard office equipment as detailed in the description of duties.

Ability to schedule appointments for division staff, as needed.

Ability to work independently.

Ability to establish and maintain effective working relations with others.

Possess the skill to type 60 words per minute with ten (10) errors or less.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

AND

Possess at least five years clerical experience with the Patrol (two years of this experience must be at Clerk Typist III, Stenographer III, or higher);

OR

Possess at least seven years experience as a Secretary, Office Manager, or responsible clerical work outside the Patrol.